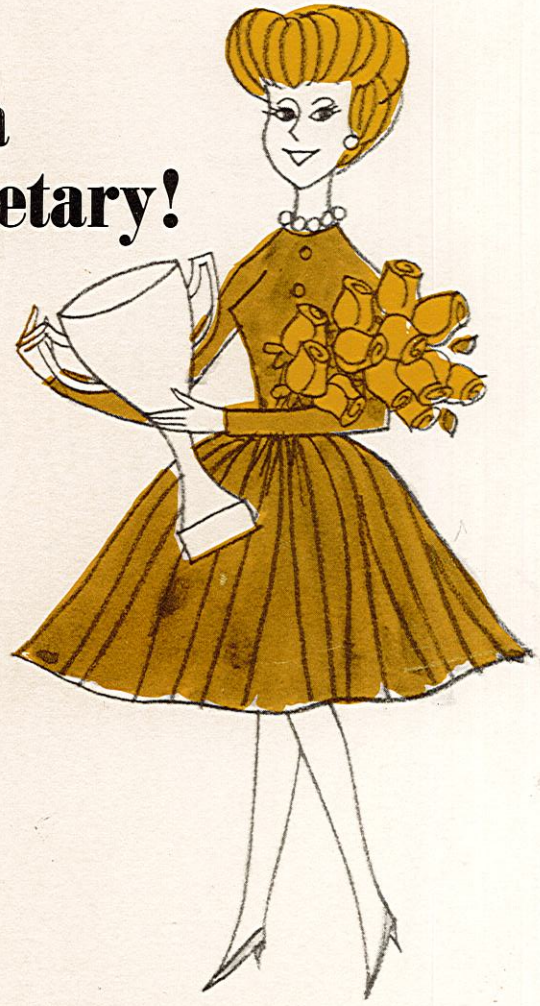
# how to be a super-secretary!



## your boss will never tell you

You could ask your boss from now till the middle of next week to tell you what your shortcomings as a secretary are. It's not likely that he'd ever do so. At least not with complete candour (bosses are mighty loyal that way). But be that as it may, you want to give a better and better performance in your job. And—secretly you wish he'd own up and tell you exactly what abilities and characteristics he expects of a highly efficient secretary...

## well, we've found out for you!

Puzzle no longer! Remington Rand has sent one of its top-ranking pollsters on a nationwide survey, for the express purpose of finding out the qualifications that executives consider important. Specific questions were asked of hundreds of top executives from coast to coast. Almost every executive in this random sampling expressed himself willingly on the subject. And the findings of our survey are contained in this helpful little booklet.

## true, you've encountered some of these facts before. but they're sure to take on new significance when you realize that the boss himself considers them IMPORTANT!

The good secretary will find that she meets many of the following qualifications. The excellent secretary will rate even higher. And the super-secretary will discover she meets almost all of them! Find out exactly where your performance needs work. Then, at the end of six months, rate yourself again. Proceed in your program of self-improvement in a steady, systematic way, and suddenly one day... YOU'RE A SUPER-SECRETARY!

## now you can rate yourself

Almost every executive admires neat grooming and conservative clothing. But very few appreciate glamor—in an office. So you, clever girl, save your more colorful and festive trappings for after office hours, when you want to attract rather than distract attention. You also save your more breathtaking make-up for the evening. And your more striking hair-dos.

## you save your glamorous self for the evening

## but you're not too casual about how you look

You don't deliberately set out to appear casual, either. Floppy hair bows and eye-catching sweaters, for instance, are a bit nonchalant for the office scene. Instead you choose apparel that's simple. You develop a taste for neatly tailored suits. (You might find it wise to pay more for your business clothes than for any others.) And you always look well scrubbed...well pressed...spotless!

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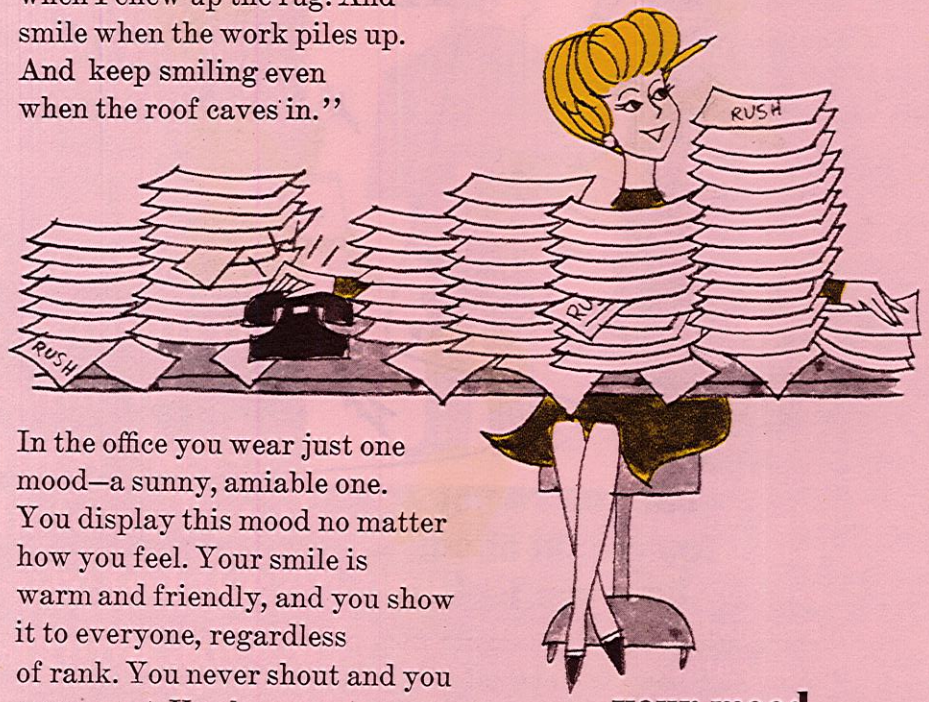
Our survey showed that more executives hire secretaries for their serene and pleasant dispositions than for their good looks. One executive put it this way: "I need a secretary with an even temperament. One who will stay cheerful even when I chew up the rug. And smile when the work piles up. And keep smiling even when the roof caves in."

## you're pleasant even when the going gets rough




In the office you wear just one mood—a sunny, amiable one. You display this mood no matter how you feel. Your smile is warm and friendly, and you show it to everyone, regardless of rank. You never shout and you never pout. You have a sense of humor that shrugs off minor irritations. And you've discovered very, very early in your career the importance of being tactful.

## your mood is always sunny, never sulky

## you're a sphinx

In the office you're silent as a sphinx on the subject of your personal troubles. Your lips are also sealed regarding office gossip—you have absolutely no contribution to make to it. Above all, you never, never discuss your boss's business with people who have no right to know about it. This is an absolute MUST, if you're to prove yourself trustworthy. And you never discuss any office business outside the office.

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You can be depended on to shield your boss from interruptions he considers trivial. You screen out people he doesn't want to see ...rule out appointments he doesn't want to make...look after routine duties he doesn't want to be bothered with. You check first, of course, to be sure you're carrying out his wishes. And you continue to check from time to time to be certain you're always working in his best interests.

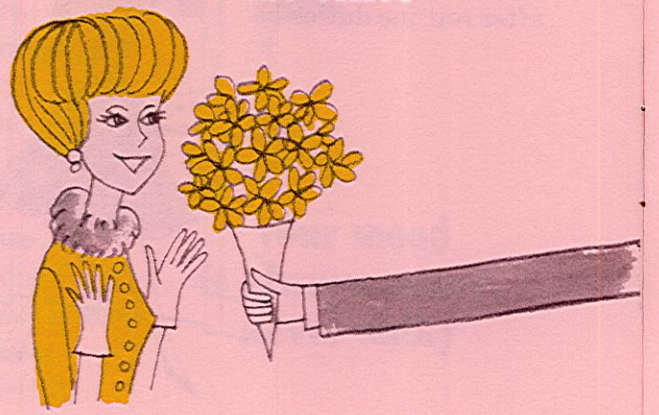
## you're a smoke screen

## you know how to be humble

Arrogance is a trait of foolish people. The more important an executive is, the more courteous, gracious and considerate he generally is. Same should be true of his secretary. If your job is an important one, you just can't ever afford to be haughty. (More than likely you'd have no inclination to be so.) Be indispensable... but don't indicate in any way that you know you are.

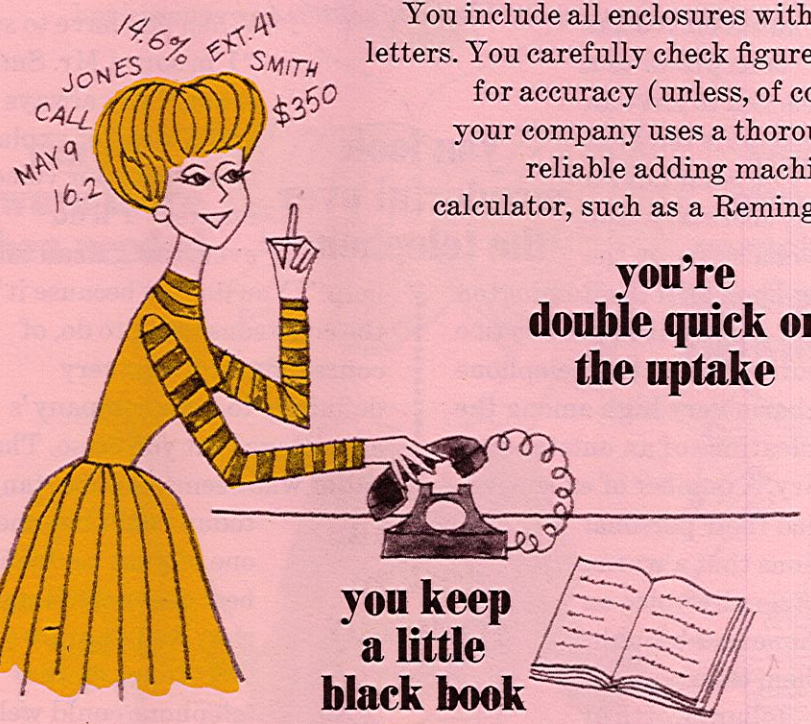
If you originate a good idea you give your boss the credit. Because you know that when he advances you advance right along with him. You always give credit to others when it's due, and sometimes even when it's not, if you know it's badly needed. You never steal the show, because you don't have to. Word gets around that you're good. No need for you to shout it.

## you find your ego satisfaction outside the office





When Mr. Smith is out of town you handle any emergency just as he would. You're double quick in anticipating smaller needs, too. You always have that wanted file on his desk long before he asks for it. You call his attention to needed follow-ups. You include all enclosures with your letters. You carefully check figurework for accuracy (unless, of course, your company uses a thoroughly reliable adding machine or calculator, such as a Remington).




## you're double quick on the uptake

## you keep a little black book

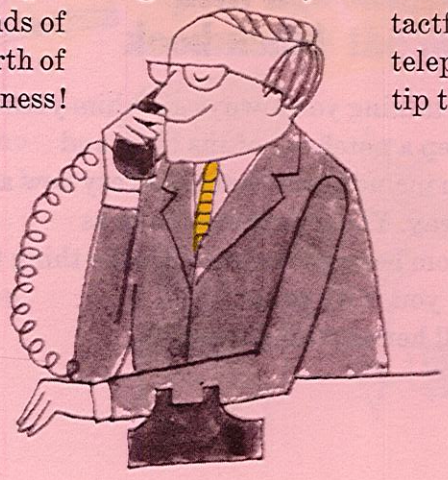
When the chief is talking you always give him your undivided attention. You keep a notebook of his likes and dislikes...and you include comments on every new assignment that comes your way. You guard that book as if it were a gift from heaven. Because it's the thing that makes him say of you, with pride,
"I never have to tell her anything twice."

## you look wonderful over the telephone

Many an executive has been proud as a peacock to have an associate tell him, "You must have a lovely secretary. She sounds charming on the telephone." In the Remington survey *one of every two* executives rated this telephone charm very high among the qualifications of an outstanding secretary. A number of executives added their personal opinions that a warm, friendly voice on the phone had brought them thousands of dollars worth of additional business!

When you have to say "I'm sorry, Mr. Smith is out," you always add a word of explanation. And your voice implies "I'll do everything I can to help." You do this because it's the courteous thing to do, of course. But it's also very definitely to your company's advantage that you do so. The caller who seems unimportant today could become one of your company's best customers tomorrow. And your own tactfulness on the telephone could well tip the scales.

## you can decline gracefully



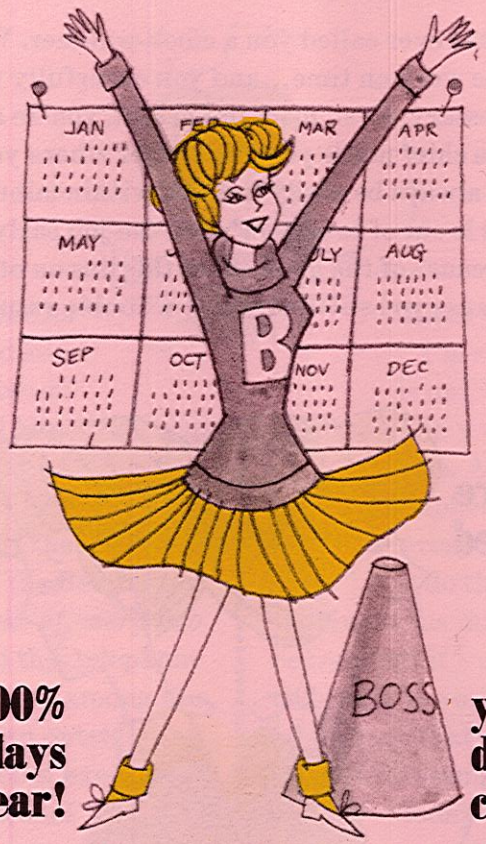


No one has ever called you a clock-watcher. You always come to work on time…and you cheerfully work late when necessary. Even more important, you're always there when the chief needs you. No matter where you wander, you can always be easily located, within minutes. When the boss is out of town you're on the job early. Not only because of the good effect this has on others, but because you suddenly have a double responsibility.

## you're always there when needed

## you have a voracious appetite for knowledge

Almost by osmosis you soak up every particle of information that's available about your business. You learn its policies and philosophies…and you abide by them because you realize exactly why they were put into effect. You keep adding to your knowledge of your particular line of business by taking supplementary and brush-up evening courses.




## you're 100% loyal—365 days a year!

In the office you always put the interests of your boss *first*. When you speak of him you invariably do so with respect. When you can prevent him from making a mistake, you do so without his being aware of it. But once he's erred, you go to great lengths to set things right. As one executive wryly observed, "I suppose my secretary has flaws. But I never see them. She's so loyal that it makes up for everything else."

## you're a dauntless cheerleader

Even the best boss has shortcomings. The wise secretary knows this, and compensates accordingly. If the chief dislikes detail, then you make detail *your* specialty. If he has a rather brusque manner, you attempt, when necessary, to soothe the ruffled feelings of others. You cheer him up when he's feeling glum, and you humor him (not being too obvious about it) when he's letting off steam. All in all, you make him feel he's a pretty wonderful guy.



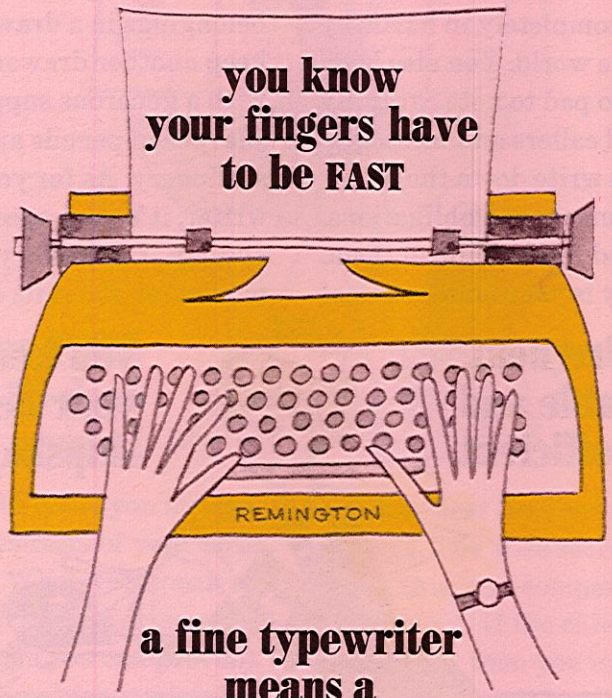
## you're neat, nimble and efficient

You keep the chief's desk and office neat and tidy. You keep his calendar up to date, his desk supplied with pencils, erasers, blotters. And you do it all the time, not just on those mornings when you're feeling completely in harmony with the world. You also keep a memo pad to note carefully all callers and messages. You write down the boss's appointments and obligations, and remind him of them. Efficiency is your middle name!

## you keep your desk shipshape

You organize all office routine so that first things always come first. The appearance of your desk is important. No more than the barest necessities adorn it. You stow all personal belongings in a drawer. You keep another drawer stocked with a generous supply of sharpened pencils and crisp stationery. As for your typewriter, it's your special pride and joy. You're very particular about its care...

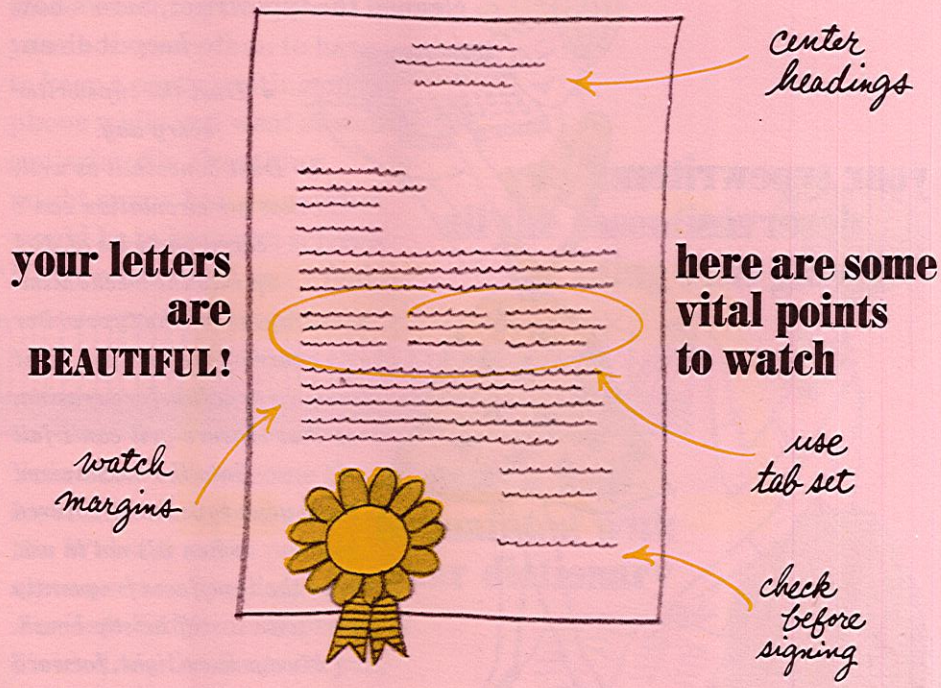
You realize there's no substitute for SPEED when work piles up. And so you set your sights on a typewriter with a highly responsive touch. A machine you can handle smoothly and easily. The *Remington*® Electric is your natural choice! A mere touch of the keys tells you here's a typewriter superior to any you've ever used before. The *Remington* Electric's built-in typing precision means this typewriter will always do exactly what your fingers tell it to do.




You'll experience new satisfaction in typing the day you begin using the *Remington* Electric. This typewriter is designed for beauty... engineered for precision performance! You'll like the way it decorates the office. And you'll be delighted at the way it distinguishes your correspondence. Turns out wonderfully readable letters the boss is always proud to sign. Gives you top-quality carbons—many as you need. And produces sharp, clean stencils, too!

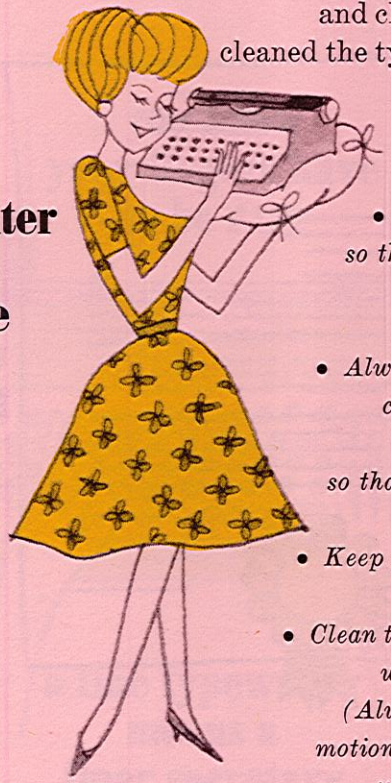


Your letters are your company's ambassadors of good will. Just as you're constantly judging other companies by the letters they send you, so they're judging your company by your own letters. Many executives consider the appearance of a secretary's letters to be of major importance in evaluating her services. Never offer a letter for final signature till you've checked it thoroughly and can say to yourself, "I'm pleased with this. It's the very best I can do."




- Make sure your headings are properly centered. (Takes two winks to do this when you're using a *Remington* Electric.)
- Make sure your margins are evenly matched. (Takes mere seconds to do this with the *Remington* Electric!)
- Learn to use the *Tab Set* for statistical typing. If you're using a manual typewriter, develop a smooth, even touch so your printwork will always be uniform in shading. (When using a *Remington* Electric, don't worry about this. It's automatic!)

## your typewriter deserves loving care



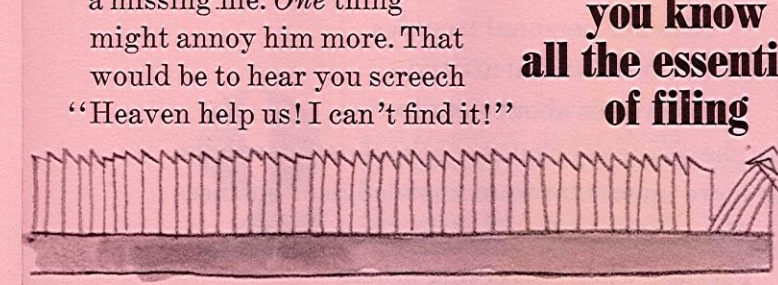
The quality of your typing very much depends on the state of your machine. You can't expect to turn out admirable work when type faces are clogged with dirt and machine action is impeded by a layer of grit. The remedy, obviously, is the cleaning brush and cloth. And once you've cleaned the typewriter, here's how to *keep* it clean:

- *Dust the typewriter every day.*
- *Dust beneath it as well, so that air circulation can't carry particles of dirt up into the mechanism.*
- *Always move the typewriter carriage to extreme right or left before erasing, so that erasure grit can't fall into the mechanism.*
- *Keep your typewriter covered when it's not in use.*
- *Clean the type faces frequently with a stiff bristle brush. (Always use a light, forward motion in brushing. And afterwards wipe the type faces clean with a dry cloth.) If you're using a* Remington *Electric, you'll also want to keep those handsome pastel surfaces bright and attractive. Do this by applying a soft cloth slightly moistened with soap and water. That's all it takes.*

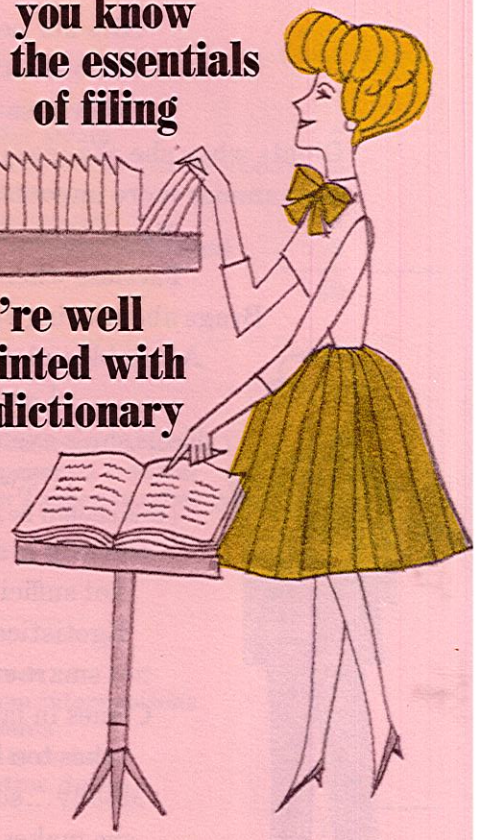


## you know all the essentials of filing

Though filing may not be your immediate responsibility, you should certainly know enough about it to be able to avoid playing hide-and-seek with a file. A secretary who knows her P's and Q's can always produce a file a few seconds after it's requested. Probably there's nothing that would annoy your boss more than to have to keep a party waiting on the phone while you went searching for a missing file. *One* thing might annoy him more. That would be to hear you screech "Heaven help us! I can't find it!"



## you're well acquainted with your dictionary



Your boss will welcome the assurance that you and Mr. Webster are in perfect agreement on spelling. A misspelled or an improperly divided word reflects on you, on him, and on your company itself. No excuse for it. Not when the peril can be so easily avoided. Simply keep your dictionary handy, and always check when in doubt. Never hazard a guess at the spelling of an unfamiliar word. And check spelling with care before submitting any letter for final signature.

## Bosses' pet peeves

(as indicated by survey)

She chews gum
Wears too much make-up
Argues
Too bossy
Smokes at her desk
Doesn't use deodorant
Has untidy hair
Has untidy clothes
Doesn't check letters thoroughly
Too noisy
Airs her personal troubles
Too emotional attitude
Careless about details
Gloats when she changes phrases...considers knowledge of grammar more important than knowledge of business
Never there when she's wanted
Tactless when correcting others
Brags about being secretary to a "big shot"
A troublemaker among co-workers
Loses papers
Feels she's exempt from office rules
Swears...
(this should be the boss's privilege)
Her slip is always showing
Not sufficiently ladylike
Egotistical...smart but not smart enough to hide it
Comes in late, leaves early, takes too long for lunch
Moody...so nasty at times she makes life miserable for everybody, including the boss.

## how close are you to being a super secretary?

Rate yourself on this checklist now. Find out exactly where your performance needs improvement. Then work steadily toward these ends. And check again in exactly six months. You'll note a big change for the better!

| | POINTS ALLOWED | YOUR SCORE |
|---|---|---|
| **1** | | |
| *You present a good appearance* | | |
| You wear conservative clothes | 3 | |
| You're always neatly groomed | 3 | |
| You have neat personal habits | 4 | |
| | 10 | ____ |
| **2** | | |
| *You're pleasant to work with* | | |
| You keep calm under strain | 2 | |
| You have an even disposition (never moody) | 2 | |
| You have a sense of humor | 2 | |
| You never lose your temper | 2 | |
| You take criticism without resentment | 2 | |
| | 10 | ____ |
| **3** | | |
| *You're tactfully silent* | | |
| Silent concerning business (A MUST!) | 7 | |
| Silent concerning personal troubles | 1 | |
| You don't and *won't* share in office gossip | 2 | |
| | 10 | ____ |
| **4** | | |
| *You're a smoke screen* | | |
| You shield boss from interruptions | 3 | |
| Rule out appointments he doesn't want to make | 3 | |
| Relieve him of routine duties | 4 | |
| | 10 | ____ |

| | POINTS ALLOWED | YOUR SCORE |
|---|---|---|
| **5** | | |
| *You're appropriately humble* | | |
| You're courteous toward associates | 3 | |
| ...and courteous toward outsiders | 3 | |
| You give credit to others when it's due | 2 | |
| You let the boss take credit for your work | 2 | |
| | 10 | ____ |
| **6** | | |
| *You keep a little black book* | | |
| You remember instructions given you | 4 | |
| You take notes on new assignments | 2 | |
| You remember names (and faces, too) | 2 | |
| You remember boss's likes and dislikes | 2 | |
| | 10 | ____ |
| **7** | | |
| *You're quick on the uptake* | | |
| You show initiative in an emergency | 2 | |
| You understand dictated material | 2 | |
| You assemble data *before* being asked for it | 2 | |
| You call boss's attention to follow-ups | 2 | |
| You check all figurework for accuracy | 2 | |
| | 10 | ____ |
| **8** | | |
| *You have telephone charm* | | |
| Your voice is warm and friendly | 4 | |
| You're always tactful, never hurt feelings | 3 | |
| But you get all the facts | 3 | |
| | 10 | ____ |
| **9** | | |
| *You're always there when needed* | | |
| You can always be located quickly | 3 | |
| You're always on time | 3 | |
| You cheerfully work late when necessary | 2 | |
| You're prompt in answering buzzer, telephone | 2 | |
| | 10 | ____ |



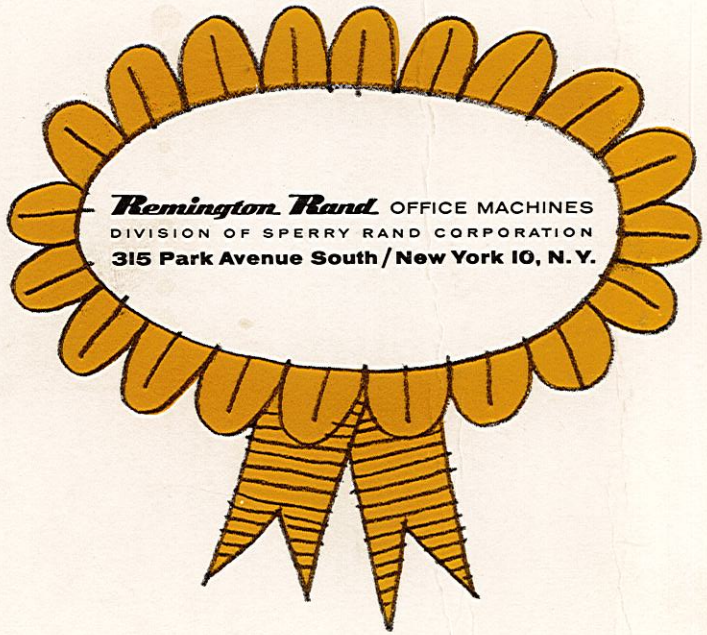
| | POINTS ALLOWED | YOUR SCORE |
|---|---|---|
| **10** | | |
| *You have a voracious appetite for knowledge* | | |
| You understand and abide by company policies | 4 | |
| Constantly increase knowledge of your business | 3 | |
| You take supplementary brush-up courses | 3 | |
| | 10 | ____ |
| **11** | | |
| *You're uncompromisingly loyal* | | |
| You always put boss's interests *first* | 4 | |
| Always speak of him with respect | 2 | |
| You tactfully prevent his making mistakes | 2 | |
| And smooth them out if they occur | 2 | |
| | 10 | ____ |
| **12** | | |
| *You're neat and efficient* | | |
| You keep boss's desk and office in order | 2 | |
| Always have necessary supplies on hand | 2 | |
| Keep your own desk and typewriter in order | 2 | |
| Note carefully all callers and messages | 2 | |
| Remind boss of appointments, obligations | 2 | |
| | 10 | ____ |
| **15** | | |
| *Your letters are works of art* | | |
| Printwork is perfectly uniform in shading | 3 | |
| Headings perfectly centered | 2 | |
| Margins perfectly matched | 2 | |
| Not a smudge in sight | 2 | |
| Spelling absolutely correct | 2 | |
| Grammar likewise | 2 | |
| Punctuation likewise | 2 | |
| | 15 | ____ |

MAXIMUM POSSIBLE SCORE: 135

YOUR TOTAL HERE: ____

## how to rate yourself

| | |
|---|---|
| 120 or more | You're a SUPER-SECRETARY! |
| 107-119 | You're good, but not super. |
| 96-106 | Better than average. |
| 82- 95 | Say, you could do better! |
| 70- 81 | You need a lot of work. |

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